DATA ITEM DESCRIPTION

1. DID NUMBER: DID-CSER-SMP-V1.1
2. TITLE: SERVICES Management PLAN
3. DESCRIPTION and intended use

The Services Management Plan (SMP) is the top-level plan for the Contract and describes the Contractor's plans and processes for meeting the requirements of the Contract, including how various processes fit together to form an integrated solution for the provision of Services.

The Contractor uses the SMP, including supporting information (as required), to:

provide direction and guidance to the Contractor’s team (including Subcontractors) responsible for conduct of the work;

define, manage and monitor the provision of Services; and

ensure that those parties (including Subcontractors) who are providing Services understand their respective responsibilities and the processes to be used.

The Commonwealth uses the SMP to:

gain visibility into the Contractor’s planning and management of the scope of work required by the Contract;

gain assurance that the Contractor’s plan will enable the requirements of the Contract to be met;

confirm the Commonwealth interfaces with the Contractor’s organisation; and

provide input into the Commonwealth’s planning.

1. INTER-RELATIONSHIPS

The SMP is the primary plan for the Contract. All other plans related to the Contract fit beneath the umbrella of the SMP.

1. Applicable Documents

The following documents form a part of this DID to the extent specified herein:

|  |  |
| --- | --- |
| 1. DEFLOGMAN Part 2 Volume 5 Chapter 17 | 1. Stocktaking of Defence Assets and Inventory |
| 1. DSPF | 1. Defence Security Principles Framework |

1. Preparation Instructions
   1. Generic Format and Content

Note: The SMP is not intended to be a lengthy document. It should include only the essential information needed to manage this Contract and refer to other Contractor plans and/or quality procedures for further information (as described below).

The data item shall be provided in the Contractor’s format while complying with the content and preparation instructions contained in clause 2.3 of the Statement of Work.

The SMP shall be a stand-alone document that provides sufficient information to allow the reader to understand how various aspects of the Services will be managed, without referring to other documents. The SMP should not reference a document, procedure or plan, without providing a reason for the referenced material.

The SMP shall be the master planning document, integrating, summarising and referencing other plans and schedules required for the provision of the Services.

The SMP may be divided into sections and/or sub-plans provided that the head document links all sub documents together as a cohesive whole.

If the Contract has specified delivery of another plan that contains aspects of the required information, the SMP shall summarise these aspects and refer to the other plan.

* 1. Specific Content – Services Management
     1. Scope

The SMP shall summarise the scope of work under the Contract, to be undertaken by the Contractor and Subcontractors (if any). The summary of scope shall be sufficient to inform the reader of the range and nature of the Services, geographic locations, other relevant factors, covering both firm-priced Services and potential Ad Hoc Services (if applicable).

* + 1. Organisation

The SMP shall describe, in respect of the Contract:

the Contractor's organisational structure, identifying applicable business units;

the role of each business unit, including any Subcontractors, involved in the provision of Services or specific functions (eg, human resources); and

the staff positions (ie, points of contact) with Contract and Services responsibilities.

* + 1. Key Persons Management

If Key Persons management is a requirement of the Contract, the SMP shall:

identify the Key Staff Positions in the Contractor’s and Subcontractors’ organisations (eg, positions such as the Support Services Manager and key technical Personnel, as applicable to the Services);

include a specification for each Key Staff Position, with details of responsibilities, authorities and the skills required to fill that position;

identify each Key Person and the Key Staff Position that they hold; and

identify the relevant skills and experience of each Key Person.

* + 1. Ad Hoc Services – Specific Management Mechanisms

The SMP shall describe the Contractor’s processes for the management of Ad Hoc Services, including the mechanisms to ensure clean boundaries between Recurring Services and Ad Hoc Services. The SMP shall also describe the visibility into these mechanisms that will be provided to the Commonwealth.

* + 1. Performance Measurement

If performance measures are required to be measured and reported under the Contract, the SMP shall describe how the Contractor will:

undertake the identification, collection, recording, analysis and validation of data in relation to the performance measures;

use performance data to determine if Contract performance requirements are being achieved and to identify where, if applicable, performance is to be improved; and

report the performance measurement results, and any related calculations, to the Commonwealth.

* + 1. Risk Management

The SMP shall describe the risk management processes and tools to be used in managing risk associated with the performance of the Contract, including the procedures for identifying, capturing, analysing, assessing, prioritising, eliminating the risk so far as is reasonably practicable, treating (where elimination is not reasonably practicable), reporting, monitoring and reviewing risks.

The SMP shall describe the Risk Register used by the Contractor for recording each risk and its attributes, evaluation and treatments.

* + 1. Customer Interface

The SMP shall describe the interfaces between the Commonwealth and the Contractor that are required to meet the requirements of the Contract.

The SMP shall describe the Contractor’s expectations with respect to Commonwealth resources to enable the Contractor to meet its obligations under the Contract, including types and quantities of resources, and where these requirements will be detailed.

* + 1. Quality Management

Subject to clause 6.1.5, the SMP shall describe the processes to be applied by the Contractor to satisfy the quality-management requirements of the Contract.

* + 1. Security Management

Subject to clause 6.1.5, the SMP shall describe the processes to be applied by the Contractor to satisfy the requirements of the DSPF in relation to the requirements of the Contract.

* + 1. Communications Strategy (Reports and Reviews)

The SMP shall identify the reports to be provided to the Commonwealth to meet the Contract requirements, including the timeframes for delivering reports.

The SMP shall describe how the Contractor proposes to conduct reviews, as required in the Contract. The SMP shall identify the frequency of reviews and identify the reports that provide information to be discussed at the reviews.

* + 1. Government Furnished Material

If Government Furnished Material (GFM) is provided for the Contract, the SMP shall describe the Contractor’s arrangements for the receipt, custody, storage, care, maintenance and use, as applicable, of the GFM.

If applicable, the SMP shall describe any GFM provided to the Contractor under a separate Commonwealth contract and utilised for this Contract.

* + 1. Problematic Substances and Problematic Sources

The SMP shall include in an annex (if not included in another data item), details of any Problematic Substances and Problematic Sources that have been Approved for use in the provision of the Services (in addition to those specified for use by the Commonwealth). The annex shall include, as applicable:

identification details, which for a Problematic Substance are sufficient to identify the relevant Safety Data Sheet in the Australian *ChemAlert* database;

locations where the Problematic Substances and Problematic Sources are held;

for any Problematic Substances to be held on Commonwealth Premises, the maximum quantities or volume (as applicable) to be held at each location;

for Problematic Sources, the applicable ARPANSA source licence number;

the Approved purpose(s) for use;

reference to the Work Health and Safety (WHS) Management System (WHSMS), or otherwise, where risk assessments and mitigation procedures (eg, safe-work method statements) are detailed; and

Approval details, including the Commonwealth Representative or their delegate’s details, the date of Approval, related documents (eg, notices) and any conditional requirements placed on the Approval.

* + 1. Health, Safety and Environmental Management

The SMP shall list the relevant Commonwealth, state and territory WHS Legislation and environmental legislation that is applicable to the work and the site(s) where the work is being, or will be, performed.

The SMP shall describe how WHS matters applicable to Contract work and Contract workplace(s) are managed, including:

within the Contractor’s organisation, the names, positions and WHS responsibilities of all persons whose positions or roles involve specific WHS responsibilities;

the arrangements in place or proposed to be put in place between the Contractor, Subcontractors, the Commonwealth and other Commonwealth contractors, as applicable, for consultation, co-operation and the co-ordination of activities in relation to compliance with their duties under applicable WHS Legislation at the workplace(s) at which the work under the Contract is being, or will be, carried out;

the arrangements for recording and reporting WHS incidents (including Notifiable Incidents);

any site-specific WHS rules, and the arrangements for ensuring that all persons at the workplace are informed of these rules;

processes for managing WHS risks, including processes for hazard identification, risk assessment, risk elimination, risk minimisation control measures and reporting; and

how WHS-related compliance and performance will be monitored, recorded and reported.

The SMP shall describe the WHSMS to be used by the Contractor to satisfy the requirements of clause 10.3 of the SOW.

If environmental management is a requirement of the Contract, the SMP shall describe the applicable environmental issue(s) and how these will be addressed by the Contractor.

* + 1. Technical Data and Software Management

The SMP shall describe the processes to be applied by the Contractor to satisfy the Technical Data and Software requirements of the Contract, including:

the processes for tracking and managing the use of Technical Data and Software rights, including by maintaining the Technical Data and Software Rights Schedule;

the processes for developing and updating Technical Data (if applicable); and

the management of the technical information library (if applicable).

The SMP shall describe any special data delivery systems developed for the Services (eg, to enable the Contractor to transfer data to Commonwealth systems).

* + 1. Commonwealth Assets Stocktaking Plan

If the Contract includes Contractor Managed Commonwealth Assets (CMCA) the SMP shall include a Commonwealth Asset Stocktaking Plan (CASP) to describe the stocktaking and other assurance checks to be performed by the Contractor for inventory and stock control of the CMCA, including:

the processes and tools for:

the accounting for, and the control, handling, preservation, protection and maintenance of, CMCA;

undertaking stocktakes, other assurance checks, and reporting for CMCA;

the frequency of stocktakes and assurance checks for the different types of CMCA and the applicable stocktaking regime detailed in DEFLOGMAN Part 2 Volume 5 Chapter 17; and

the Contractor’s process for the investigation of stock discrepancies.

The CASP shall identify the Assets Register(s) used by the Contractor for recording the CMCA including, when applicable, if access is provided to a Commonwealth supply management system under the Contract. The Assets Register(s) shall be separate from the CASP due to the dynamic nature of their content.

Without limiting the content of the CASP, the Assets Register(s) shall identify:

all CMCA applicable to each Asset Register;

the locations or accounts to be counted, or otherwise measured, during stocktakes and other assurance checks; and

the proposed start and finish dates of stocktakes and other assurance checks.

* + 1. Defence Industry Participation

If the Contract requires a Defence Industry Participation (DIP) Schedule at Attachment J, the SMP shall describe how the DIP program will be conducted and managed, including:

to ensure that the work identified in the DIP Schedule is performed by Australian Industry; and

how the achievement of the DIP Schedule will be measured and reported (through CSRs), including the achievement of the DIP Activity Values.

* 1. Specific Content – Service Delivery

Note to drafters: Clause 6.3 should be further developed to define the planning requirements for each specific group of Services required by the SOW (eg, clauses 4 to 7 of the SOW template). If the example Services management clauses below are not required, they should be deleted.

* + 1. […INSERT SERVICES…] Management

The SMP shall describe:

[… INSERT DETAILS OF SCOPE OF THE SERVICES …];

[… INSERT DETAILS OF ORGANISATIONS PROVIDING THE SERVICES …];

[… INSERT DETAILS OF PROCESSES FOR UNDERTAKING THE SERVICES …];

[… INSERT DETAILS OF RESOURCES REQUIRED FOR THE SERVICES …]; and

[… INSERT ANY ADDITIONAL PLANNING REQUIREMENTS …].

* + 1. Operating Support Management

If Operating Support Services are a requirement of the Contract, the SMP shall describe (as applicable):

the scope of Operating Support Services;

the organisations and processes used for the provision of Operating Support Services; and

the management of Operating Support Services, including the identification of any Operating Support-related information-management systems to be employed.

* + 1. Training Management

If Training Services are a requirement of the Contract, the SMP shall describe (as applicable):

the scope of Training Services, including training and assessment programs;

the organisations and processes used for the provision of Training Services;

how the Training schedule will be managed, including where courses are scheduled or the lead times for on-demand Training courses; and

the Training Equipment required and operational standard.